

COMMAND SUPPORT OFFICE (DSCP-O)

MISSION:

Primary advisor and assistant to the DSCP Commander on all aspects of DSCP Command support. Accomplishes responsibilities for a full spectrum of corporate communication services, including programs in media relations, command information, community relations, command support, and marketing. Responsible for providing overall administration and control of Command Support in the local implementation of DLA policies, programs, plans, procedures, and resource management. Provides Business Office support to all Staff Office and Supply Chains. Assists the Commander, DSCP on center-wide communications outreach and information requests in support of Public Affairs functions. Directs the accomplishment of responsibilities depicted in the mission statement for the Command Support Office. Oversee implementation of the Organization Development Plan and Enterprise Organization Architecture that includes models for future Enterprise workforce roles and jobs and how those jobs will be organized into teams and higher-level organization structures. Ensure all Organization Development activities to include Organizational Alignment, Change Management, Enterprise Leadership Development, Employee Recognition, Climate and Culture Change and Training are accomplished Responsible for the A-76 Commercial Activities/BRAC program for the Defense Supply Center Philadelphia. Responsible for the development the Performance Work Statement (PWS), and facilitation of the development of the Most Efficient Organization (MEO). Ensures coordination of BRAC planning and implementation internally and across the Enterprise and Military Services. Responsible for the development and execution of BRAC Projects and A-76 activities including POAMS, reports, communication plans, and training for the supply chains and staff support offices. BRAC and A-76 actions require extensive coordination among the various DSCP organizations and externally with DLA HQ, and other Field Activities. Reviews A-76 plans and overall effectiveness in meeting DSCP, DLA, and DoD strategic goals and objectives. Exercises responsibility for daily operations of the A-76 Office and ensures program implementation conforms to the requirements of the A-76 process and as prescribed in OMB Circular A-76 and DoD policy while meeting the operational and strategic needs of DSCP and the Enterprise. Knowledge and understanding is required of the full range of administrative laws, policies, regulations, and precedents applicable to the A-76 program; DoD, DLA, and DSCP A-76 policies and operating programs; agency and activity A-76 program goals and objectives; and the relationships of A-76 activities with other programs and key administrative support functions within DSCP, DLA, and DoD.

FUNCTIONS:

1. Mission Management:
2. Direct the management and flow of corporate information to and from internal and external customers, including re-engineering of business processes, implementation

of policies and procedures, development of plans, workflow systems and electronic procedures. Plans, controls and monitors budget and training requirements.

3. Directorate Administration:
 - a. Provides interface and assistance to the Directorate's internal and external customers on all matters of executive and administrative programs and projects.
 - b. Coordinates and assists in reviews and analysis of internal directorate operations and cost and performance data. Develops statistics, charts, and corporate information for use by the Director for development of management controls and in management evaluation of operations.
 - c. Coordinates and consolidates Directorate responses to inquiries and reports.
 - d. Plans, establishes files, and coordinates all personnel actions for the Office.
 - e. Establishes a training plan and develops a training program to manage training for DCSP personnel. Coordinates training requirements for Command Support Office associates consistent with training allocations. Obtains, consolidates and maintains records of training requirements and accomplishments to support the Individual Development Plan (IDP) requirements for Command Support Office associates, including the training required because of new/changed Applications.
 - f. Establishes time frame intervals to evaluate changes in programs, policies, and initiatives and coordinates with the appropriate DSCP focal points.
 - g. Performs special projects as assigned.
 - h. Manages Command Support Office and administration support programs.
4. Oversees the A-76 Program and BRAC for DSCP and acts as an advisor in planning, coordinating and implementing, them across the Enterprise and military services.
5. Applies a mastery of OMB Circular, Performance of Commercial Activities, providing the ability to apply experimental theories and new developments to problems not susceptible to treatment by existing guidance to ensure efficient A-76 studies are performed.
6. 5. Provides guidance in the development of the Annual Inherently Government Inventory, Performance Work Statements (PWS), Quality Assurance Surveillance Plans (QASP), Most Efficient Organization (MEO), and the Technical Performance Plans (TPP). Evaluates contractors and government proposals and transition plans for the government's MEO or a contractor's proposals to perform government functions as a commercial entity.
7. Provides input into the Program Budget Review to: update DSCP's A-76 Competition Plan, program funds for DSCP supply chains and support offices to conduct competitions, and determine the net savings for on-going, and post-competition service providers.
8. Improves work methods and procedures to produce work products. Oversees the development of technical data calls, estimates, statistics, and suggestions in

determining appropriate goals and objectives to emphasize in the Performance Work Statement.

9. Develops measures and analyzes progress in achieving competitive sourcing goals and objectives, and develops strategies to resolve impediments.
10. Provides input into the development and update of the DLA Commercial Activities Guidebook and DLA's Competitive Sourcing web site.
11. Prepares and coordinates the annual Federal Activities Inventory Reform Act (FAIR) inventory for DSCP. Ensures standardization across the organization on the commerciality of positions and processes.
12. Provides support to the A-76 Source Selection Authorities (SSA) and the Source Selection Advisory Councils (SSAC) on A-76 source selection activities.
13. Provides liaison with the DLA Commercial Activities Program Office and participates on DLA A-76 WIPT and Transition Team meetings.
14. Prepares briefing materials and maintain up-to-date technical familiarity with complex subject matter.
15. Communications orally and written with high ranking military and civilian managers, supervisors, at DSCP, and other major organizational levels of DLA, within HQ DLA, and with comparable personnel in other federal activities and local community, such as the military departments.
16. Provides major recommendations which have a direct and substantial impact on the organization, supply support policies, with potential political, social, technological, and economic ramifications. Program results could influence restructuring, reorienting, recasting immediate and long range goals, objectives, plans, and schedules. Provides input to the financial budget process with an objective of reducing operating costs and improve the effectiveness of logistics support. Determines the appropriate organizational resources to devote to particular projects; and policy formulation and long range planning in connection with prospective changes in functions and programs.

CORPORATE COMMUNICATIONS DIVISION (DSCP-OC)

MISSION:

The mission of the Corporate Communications Division is to direct and coordinate the efforts of the Division in support of DSCP Command, Supply Chains and Staff Offices. This support includes activities of the Supply Chains and Administration Team(s). Coordinating DSCP Command briefings, Executive information packages/books, graphics productions, Executive Board of Directors meetings, and DSCP Town Hall meetings. Responsibilities include the coordination of all activities in support of Command Action briefings. Responsible for the development of information packages pertaining to the DSCP mission in support of meetings, conferences, visits, and trips. Responsible for accomplishing a full spectrum of corporate communication services, including programs in media relations, command information, community relations, command support, and marketing. Responsibilities include providing business office support to all Staff Offices and Supply Chains. Assisting the Commander, DSCP on

center-wide communications outreach and information requests in support of the Public Affairs functions and administering the DSCP Internal Management Control Program.

FUNCTIONS:

1. Ensures that Command is fully prepared to represent DSCP at meetings, conferences, site visits, etc.
2. Coordinates all high level DSCP briefings.
3. Provides administrative support to Supply Chain and Staff Offices.
4. Responsible for the DSCP communication services, including programs in media relations, command information, community relations, command support, and marketing.
5. Coordinates with Supply Chains, Staff Offices and Command in providing briefings to DSCP visitors. Generates briefing packages and provides visual forum for display.
6. Administers and provides staff supervision over development, coordination and implementation of DSCP Town Hall events.
7. Administers, coordinates and provides operation's actions in response to Command taskings.
8. Coordinates DLA Service Days.
9. Consolidates, integrates and produces information packages in preparation of Command trips.
10. Prepares responses to Congressional Inquires.
11. Responds to media inquiries; advises officials at DSCP, DLA, and field activities about media policy.
12. Prepares speeches; manages such programs as the Community Services Council, the Adopt-A-School Program; coordinates various contract signing ceremonies, etc.
13. Answers public inquiries and disseminates information about DSCP and DLA.
14. Provides, as required, corporate communication services, including speechwriting, counseling, and fulfilling special needs of the Center.
15. Works with DSCP organizations in helping them market DSCP's services to current and potential customers.
16. Administers the DSCP Internal Management Control Program, including reporting requirements. Ensures the program concepts are properly integrated into overall Primary Level Field Activity (PLFA) processes and procedures, particularly where multi-program interfaces exist.
17. DSCP follow-up official for all inspections, audits, management reviews and internal reviews, (excluding fraud and criminal investigations). Prepares Command positions, in coordination with the functional managers, for all inspections/audits performed by external elements (e.g., IG, GAO, Headquarters). Tracks all actions from recommendations contained in inspections, audits and other similar reports to ensure proper completion. This includes external element audits as well as internal element audits, such as the Internal Review Office.
18. Serves as focal point on matters of policy and program management for a variety of key planning initiatives and projects.
19. Serves as DSCP focal point for all key administrative matters.

20. Acts as primary interface and focal point between DSCP/DLA staff elements/Customer and Supplier Operations on all related Supply Chain and Command Support Office matters.
21. Conducts customer surveys and questionnaires to determine the effectiveness and efficiency of the Supply Chains, Staff Offices and the Command Support Office operation from the customers' perspective.
22. Conducts an annual Supply Chain, Staff Offices and Command Support Office directorate regulation and staff memorandum review to assure that documents are current and that revisions are accomplished, as necessary.
23. Performs the following administrative services functions:
 - a. Controls time and attendance recap sheets.
 - b. Coordinates all requirements for administrative and office moves.
 - c. Reviews, processes and maintains a memorandum accounting system for all O & M non-stocked supplies and equipment.
 - d. Responsible for the acquisition of office supplies and equipment for DSCP Staff Office and Supply Chains.
24. Represents the Supply Chain and/or Command Support Office in high-level conferences, meetings, intra- and inter-agency conferences, seminars, working groups and task forces.
25. Coordinates and analyzes the Internal Control Program for Supply Chains and their related activities worldwide.

CORPORATE BUSINESS OFFICE DIVISION (DSCP-OP)

MISSION:

Participate on Enterprise Integrated Planning Teams devoted to creating models for all Enterprise transformation initiatives. Implement the Organization Development Plan and Enterprise Organization Architecture that includes models for future Enterprise workforce roles and jobs and how those jobs will be organized into teams and higher-level organization structures. Provide support to the Directorate in all areas of Organization Development. Responsible for all DSCP Training Resources, Organizational Alignment and Change Management activities in support of all Enterprise transformation initiatives. Collaborate with the other process areas (order fulfillment, planning, technical and quality, finance and procurement) to aid in the support of end users and guarantee successful implementation of all Enterprise transformation initiatives. Provide support to the Division Chief in all areas related to organizational alignment. Responsible for all actions required to ensure successful transition for all Enterprise transformation initiatives. Accomplish all responsibilities related to users and supervisors transitioning or requiring access to systems. Responsible for all training requirements to ensure successful transition for all Enterprise initiatives. This includes all activities related to preparing the DSCP personnel, system users, instructors, classrooms and technical equipment for training delivery. Manage the Center-wide Training Budget. Accomplish responsibilities related to the delivery of training to users moving to or requiring access to systems. Responsible for all communications and coordination required to ensure successful implementation of all DLA transformation

initiatives to include DLA employees, customers and suppliers affected by transformation events. Accomplish responsibilities related to all communications to employees impacted by work climate and culture initiatives and system users. Assess and monitor Enterprise workforce readiness and ability to change through quantitative and qualitative feedback, and build commitment and support for the change effort with formal and informal leaders.

1. FUNCTIONS:

Participates on Enterprise Integrated Planning Teams (IPTs) devoted to ensuring the successful completion of all Enterprise transformation/transition initiatives and events.

2. Collaborates with the Enterprise program executives, Process Leads, process management teams and/or contractor integrators to understand and address the needs of the DSCP workforce in successfully adjusting to transformation/transition initiatives/events.
3. Provides support to the Command Support Office in all areas of organization development including DSCP training resources, organizational alignment and change management activities to ensure the successful transition of DSCP workforce in regards to all DLA transformation initiatives.
4. Coordinates site organization development effort with the Enterprise to include creation of Enterprise Organization Alignment Board (EOAB) submissions at times of transition or reorganization, the General Order and Mission and Functions associated with the transformation.
5. Implements the transformation organization structure, which specifies the types, quantities, roles and responsibilities, and interactions of organizational components needed to perform all DSCP business processes. This includes explaining the tasks that will be executed to implement the new organization structure and jobs throughout the Enterprise.
6. Accomplishes all responsibilities related to DSCP personnel, system users and supervisors transitioning or requiring access to systems. Oversees the development of local training materials and provides DSCP unique input to the development of the Enterprise training curriculum and all communications required to address the needs of DSCP workforce in successfully adjusting to transformation/transition initiatives/events.
7. Collaborates with process and cross-process areas to ensure all Enterprise transformation initiatives are successfully implemented, and guarantees support to system users.
8. Participates on Enterprise Organizational Alignment Integrated Planning Teams (IPTs) devoted to ensuring the successful completion of all Enterprise transformation/transition initiatives and events.
9. Collaborates with the Enterprise program executives, Process Leads, process management teams and/or contractor integrators to understand and address the needs of the DSCP workforce in successfully adjusting to transformation/transition initiatives/events.

10. Coordinates site Organizational Alignment (OA) efforts with the Enterprise to include creation of Enterprise Organization Alignment Board (EOAB) submission charts at times of transition or reorganization, the General Order and Mission and Functions associated with the transformation.
11. Collaborates with the other areas in the Division to ensure personnel are fully prepared to function successfully in their jobs, the system and organization.
12. Establishes a supply chain Point of Contact (POC) to support business needs.
13. Conducts meetings with supply chain management to better acquaint with transition events.
14. Serves as primary point of contact for a supply chain.
15. Performs all duties required to transition new users into/requiring Position Descriptions (PDs).
16. Executes staffing process and mission and functions when needed, using appropriate Enterprise staffing approach.
17. Conducts ad-hoc queries and analysis on access profiles, transaction codes and end user jobs, in order to help determine the best access profile/job to assign to users requiring system access.
18. Coordinates with Business Process Analysts (BPAs) on JAR concerning system access.
19. Develops PDs and coordinates within DSCP, with DHRC and with Enterprise Process Owners for approval.
20. Verifies appropriate security level clearance for users transitioning into or requiring access to systems and follow-up accordingly ensuring end users complete required security paperwork, and monitor completion or issuance of waiver if required.
21. Provides membership and support for the Enterprise Organizational Alignment (EOA) Working Group.
22. Prepares and issues letters to DSCP personnel impacted by transformation/reorganization initiatives/events.
23. Coordinates and processes all Request for Personnel Actions (RPA).
24. Responsible for ensuring Performance Appraisals and Standards are issued to each employee.
25. Prepares and coordinates management and detailed Organization Charts.
26. Provides and coordinates personnel issues.
27. Ensures and adheres to policies and procedures pertaining to the employees performance appraisal and standards.
28. Collaborates with the Enterprise program executives, Process Area Leads, process management teams and/or contractor integrators to assess and address the training needs of the DSCP workforce during transition.
29. Collaborates with Enterprise Training Resources to develop required training materials for general and job specific skills.
30. Coordinates with organization alignment to determine the number of sessions required for each course based on the number of personnel involved in the transformation initiative.

31. Manages and tracks classroom attendance/absenteeism and course completions metrics.
32. Manages and maintains the DSCP Career Center.
33. In partnership with the DLA Training Center (DTC) staff, ensures that instructors, materials and classrooms are all available and scheduled for the appropriate class times.
34. Provide training notification to students and Supply Chain management to ensure attendance and understanding of training requirements.
35. Collaborates with change management to analyze student evaluations of training and recommend curriculum changes to Enterprise Training Resources as appropriate.
36. Arranges for on-the-job coaching from Enterprise Performance Support resources to enhance further understanding.
37. In coordination with DTC arrange for training to be delivered when outside sources are required.
38. Coordinates and arranges for material, audio/visual aides, etc. required for training.
39. Develops, coordinates, and ensures adherence to policies and procedures in the development and execution of Individual Development Plans (IDP)
40. Survey function areas to determine the types of training required and to insure the level of effectiveness as requested by DTC.
41. Manages and coordinates Centralized Training and College Budgets for DSCP.
42. Maintains oversight of the submission of SF 182, Request, Agreement, and Certification of Training, for the authorization of training for DSCP employees.
42. Change Management responsibilities are comprised of three main activities:
 - a. Communication: Focus is on providing the right information to the right people at the right time by conducting meetings/briefings, emails, websites, brochures, posters, etc. with all levels of management, process and DSCP personnel :
 - Executes site (local) and enterprise communication plans.
 - Creates and distributes customer/supplier communications.
 - Provides assistance to the Process leads/teams as required to ensure user support.
 - Advertises current program, new initiatives and new tools such as “Instant Advice”.
 - Solicits for other awards nominations specific to leadership recognition (FEB, CINC Installation Excellence Award etc).
 - Administers DSCP Positive Leadership Award including coordinating candidate solicitation and selection process.
 - Maintains, obtain and update the Leadership Library.
 - Coordinates the identification of DSCP positions to target for filling through the Succession Planning Program
 - Coordinates the process to identify and select employees as potential Succession Planning Program candidates.
 - Administers DSCP Career Management Program for Executives (CAMPE) Program.
 - Manages the Commander’s Employee of the Month and the DLA Employee of the Quarter and Employee of the Year Programs.

b. Sponsorship: Focus is on building commitment and support for the change effort with formal and informal DSCP leaders by:

- Building an effective Change Network throughout the Enterprise.
- Involving leaders, management (supervisors), change agents in problem resolution and some levels of decision making.
- Tracks, advertises and participates in the Leadership Development Program Tier I-V participation and program completion for HQ and DSCP Command reporting.
- Establishes Sponsorship Network, conducts meetings and distributes and executes change effort.
- Develops requirements and coordinates with DTC for delivery of formal leadership training.
- Acts as POC for Question & Answer Program
- Develops and maintains a list of interested mentors and those seeking to be mentored and report progress to Command/Headquarters.
- Administers Mentoring Programs for DSCP in accordance with Enterprise guidance.
- Responsible for the Local School Mentoring Program

c. Change Management: Assesses and monitors the Enterprise workforce readiness and ability to change through quantitative and qualitative feedback obtained through formal and informal surveys. Provides and communicates results of Enterprise Leadership Development Program (ELDP) efforts and Climate Culture improvement efforts to DLA and DSCP management.

- Arranges for sensing sessions to obtain employee feedback.
- Tracks and reports survey participation.
- Arranges follow-up actions such as interpretation and sensing sessions.
- Assists with the development or organization action plans.
- Looks for and advertises success stories.
- Reports to Command and HQ all fact findings and surveys
- Monitors contractor efforts
- Coordinates Change Implementation Group Activities
- Represents, participates and coordinates on the DSCP Enterprise Leadership Development Program Working Group.